

Enterprise Service Management

Going beyond technology





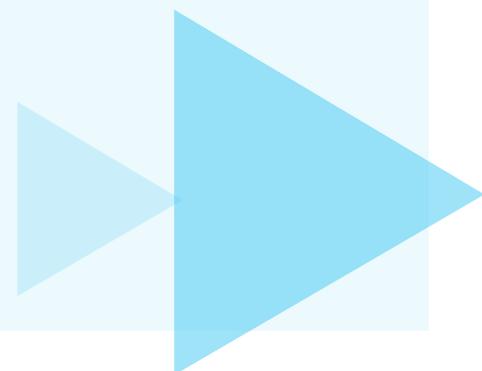
HCL ESM value

*Next generation technologies, such as **Cloud Computing, DevOps, Automation, and Agile Methodologies** are revolutionizing the way IT services are delivered and consumed by organizations. Adding to this is the ever increasing focus on end-user experience, with consumers now at the center of the universe for every organization.*

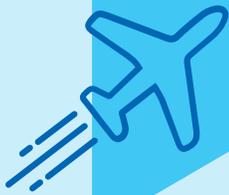
Although these advancements offer many benefits, the **resultant enterprise operating model is disruptive and complex**, and the management of the same **requires specialized capabilities**.

HCL has, therefore, developed the Enterprise Service Management (ESM) practice, which focuses on the prevalence of both contemporary and next-generation ESM solutions to ensure that our customers have a clear roadmap for ESM.

ESM provides a **platform** for users that is spread across **various departments** within an organization. It is an approach to provide customers (internal/external) with value in the form of services through the adoption of **best practices**.



HCL ESM Modules



ServiceNow IT Operations Management

ServiceNow Discovery and Service Mapping
ServiceNow Cloud Management and Orchestration
Event Management/Agent Intelligence

ServiceNow IT Business Management

Project and Portfolio Management
IT Financial Management
Application Portfolio Management, etc.



Security Measures

Security Operations
Governance, Risk and Compliance

Enterprise Service Management Applications

Project and Portfolio Management
IT Financial Management
Application Portfolio Management, etc.





HCL ServiceNow Application **SUITE**



IT Operations Management

HCL has proven capabilities in ITOM and has more than thirty technical consultants and ten functional consultants. It helps in increasing enterprise agility by providing day-to-day maintenance support on the following components:

- ▶ Discovery
- ▶ Event Management
- ▶ Orchestration
- ▶ Service Mapping
- ▶ Cloud Management

HCL has a dedicated Centre of Excellence (COE) for Service Asset and Configuration management (SACM), which specifically focus on CMDB/discovery, service mapping, asset management, event management, and cloud management only, i.e., entire ITOM suite of ServiceNow.



SAM

HCL, being one of the leaders in Software Asset Management practice, has implemented a large number of projects delivering managed services, consulting, and lifecycle management. With more than thirty implementations using SAM technology, HCL has been able to provide SAM services to customers of various sizes and geographical distribution. HCL has provided SAM managed services from medium to enterprise-level customers. Currently, HCL provides SAM services to global customers with 5000-100,000 employees.



HR Service Delivery

HCL has mature and extensive experience in this area with more than fifteen technical and functional consultants trained on HR Service Delivery. HCL's HR Service Delivery app consists of below modules:

- ▶ Case and Knowledge Management
- ▶ Enterprise Onboarding and Transitions
- ▶ Employee Service Center
- ▶ Employee Document Management



SecOps

HCL has proven capabilities on ServiceNow SecOps module and has more than six resources accredited on SecOps application. HCL has a dedicated SecOps CoE with immense experience on SecOps process consultancy and implementation of various security tools. HCL has also done various project for integrating the existing SecOps customers who had Splunk, Arksite, and Qualis (SIEM) to ServiceNow platform for leveraging the SecOps solution of ServiceNow, which will act as a “system of action” for security incidents.



GRC

Leaning on the domain expertise and experience from our security and GRC practices (more than two thousand active associates), we have a dedicated sub practice within the ServiceNow practice with about twelve technical and functional consultants:

- ▶ Policy and Compliance Management
- ▶ Risk Management
- ▶ Audit Management
- ▶ Vendor Risk Management



CSM

HCL has trained resources who are adept with Customer Service Management (CSM) module. CSM seamlessly works with ITSM modules and Field Service Management (FSM) to enable specific functionality through a common interface:

- ▶ Case Management
- ▶ Assignment Workbench
- ▶ Agent Calendar
- ▶ Communities



ITBM

HCL has conducted successful implementations of Project Portfolio Management (PPM) module. PPM was deployed with financials for one of HCL's clients, to provide a unified solution. HCL customized the OOB to enable the project manager to allocate budgets based on multiple funding sources.



Business Apps

HCL has deployed a custom solution where the financial invoicing, accounts payable, and accounts receivable processes were automated. In the legacy system, the process was driven through several scattered mailboxes and was manual in nature and prone to errors and omissions.

- ▶ Case Management
- ▶ Shared Services Implementation for Financial Process
- ▶ Incident Management
- ▶ Custom Role-based Reporting

ESM Benefits

Self Service and reduced cost

Self-service has reduced the number of calls or tickets that the support staff needs to attend, resulting in higher ROI, customer satisfaction and cost-efficiencies

Improved and streamlined productivity

Organizations that employed ESM observed improved productivity as inboxes and to-do lists across the company became less cluttered. This lead to reduction in idle time, coupled with enhancements in both control issues and resources

Integration with third party tools

The most attractive advantage of opting an ESM solution is that platforms like ServiceNow allow integration capabilities for additional functions as the business grows

Increased control and monitoring

The tooling platform provides granular and actionable data for generating performance insight



Effective communication and increased accountability

A single point of contact increased visibility and communication between all channels within the organization. This lead to improved resource allocation and utilization resulting in increased accountability for processes and employees

Better service delivery and customer experience

A centralized service delivery model, leveraged the collaborative capabilities of internal staff (not just IT) to provide seamless customer experience

HCL's ESM in Action

A global market leader in logistics industry, headquartered in Germany, leveraged ESM to accelerate customer issue resolution, optimize customer service cost, and enhance the quality of service

A Canada-based leading Telecom and Media company chose HCL as a partner for its HR transformation program. HCL utilized its ESM features to standardize and streamline HR processes and create a knowledge management system to strengthen data security

A global European automotive manufacturer was grappling with data security issues wherein the HR data was unprotected and public within the organization. HCL deployed its HR Case Management module with knowledge management and service requests as dependent module to enable role-based access to control and create a multilingual employee self-service portal

HR Case Management Module was leverage by HCL to automate incident management for a leading global brewery. A scalable multilingual platform was setup, which was integrated with the existing SAP and outlook mailboxes and automatically generated tickets-based on the mails received by end user. The platform also allowed all SNOW users to generate customized and global reports. As a result, the customer experienced reduction in manual efforts and increased data safety.



For more information, write to us at
gbp_pmo@hcl.com or
visit our website www.hcltech.com

